

# JOSEPH MICUCCI

[micucci.joseph@gmail.com](mailto:micucci.joseph@gmail.com)  
317-412-3412 • Indianapolis, IN

[linkedin.com/in/josephmicucci93/](https://www.linkedin.com/in/josephmicucci93/)  
<https://jjomic.github.io/Portfolio/>

## **SUMMARY:**

A seasoned professional with a background in retail and a newfound passion for technology, I am recognized by my peers as a collaborative "facilitator" in team-based environments. My goal is to leverage my technical skills and interpersonal strengths to drive success for clients, teams, and myself.

## **KEY QUALIFICATIONS**

- Innovator
- Client Relationship Management
- Leadership Experience
- Up-selling & churn prevention
- Team Collaboration
- Effective teaching & mentoring
- Portfolio Development
- Data analysis
- Empathy

## **TECHNICAL SKILLS:**

**Languages/Libraries:** C#, ASP.NET, JavaScript ES6, SQL, HTML, CSS, Bootstrap

**CI/CD:** Agile, Scrum

**Technologies:** G-Suite, Slack, Zoom, Loom, Notion, HubSpot, Salesforce, Atlassian

**Certifications:** Google Project Management, MTA: Software Development Fundamentals, Webflow 101, HubSpot Sales Software, HubSpot Service Hub, HubSpot Inbound,

## **PROFESSIONAL EXPERIENCE:**

### **Customer Success Manager, Ninetailed, USA (Remote), October 2022 – May 2023**

- Collaborated with clients to develop and execute success plans, setting critical goals and KPIs.
- Consulted on product features, functionality, and onboarding best practices.
- Operationalized testing and provided insights on personalization practices.
- Analyzed data to offer value-driven recommendations for client success.

### **Technical Customer Success Manager, Wicked Reports, USA (Remote), March 2022 – June 2022**

- Project managed clients during onboarding, conducting setup, data analysis, and troubleshooting.
- Contributed to a team focused on increasing client engagement through UX/UI walkthroughs.
- Participated in a beta team for client onboarding and integration, ensuring proper platform connections and data validation.

### **Account Specialist, Tangoe INC, Indianapolis, IN November 2020 – August 2021**

- Managed B2B relationships between cell phone carriers and corporate clientele
- Provided technical support, handled billing inquiries, and facilitated device orders/replacements.
- Served as the liaison between end users, Tangoe, and cellular service providers.

### **Telephone Sales Representative, Guitar Center, Indianapolis, IN April 2020 – November 2020**

- Managed incoming and outbound sales/customer service calls, with a focus on sales.
- Contacted customers via email, contributing to overall sales efforts.

### **Homeowner Customer Care Outbound Specialist, Angi, Indianapolis, IN October 2018 – March 2020**

- Conducted outbound calls to homeowners, addressing requests and exploring additional projects.
- Utilized email and phone contact to follow up on project statuses.

### **Retail Operations Lead, Guitar Center, Columbus, OH September 2016 – July 2018**

- Oversaw daily money deposit handling and store operations, including shipping orders and warehouse inventory management.
- Promoted from Operations Associate to Lead in February 2017

# JOSEPH MICUCCI

[micucci.joseph@gmail.com](mailto:micucci.joseph@gmail.com)  
317-412-3412 • Indianapolis, IN

[linkedin.com/in/josephmicucci93/](https://www.linkedin.com/in/josephmicucci93/)  
<https://jjomic.github.io/Portfolio/>

## **Telephone Customer Support Representative, Guitar Center, Indianapolis, IN April 2015 – August 2016**

- Managed inbound customer service and sales calls, with an emphasis on customer service.
- Handled live chat and email support for Guitar Center's website.

## **EDUCATION:**

- **Eleven Fifty Academy, Software Development Immersive Learning Program, Indianapolis, IN, December 2021**
  - Completed a 12-week Software Development Immersive Learning Program
  - Received the Eleven Fifty Core Value Award for Teamwork
- **Roncalli High School, Indianapolis, IN, May 2012**